NORVIEW 2321   COVID-19: Bringing Workforce Back

Organizations are currently working on how and when to move staff back to the office after the COVID-19 pandemic shutdown. Among the decisions to be made are whether to return the full or partial staff to the office. During this WebForum, NOREX Members and guests discussed options, resources, and lessons learned regarding equipment returns, social distancing in the office, government requirements and guidelines, stipends for employees, work prioritization, remote work tools, sanitizing, restrictions, and temperature scanning in the workplace. This transcript includes discussion about keeping the workforce safe after returning to the office, as well as a robust chat log conversation. NOREX retains the original, unedited version tin order to facilitate future networking. Contact your NOREX Member Success Manager for assistance.

*Please note that this is a transcript of an audio conference and it may contain misspellings and grammatical errors. The names of participants have been abbreviated, and their organizations have been deleted from this transcript.

Moderator: Thank you for joining today's Bringing Workforce Back discussion.

TOPIC & Polls: Rolling return or en masse

Moderator: Is the general consensus to have workers rolling return or an en masse return? How much of that workforce are you bringing back to the office and how quickly? We will also add a poll.

Rod V.: How are you?

Moderator: Great thank you. Is the general consensus to have a rolling worker return or more en masse? Please select what best applies for you. It could be that majority of workforce has already returned to the office or always was in the office. Comments? Rod, do you want to add a little bit more here? Question of how much of the workforce are you bringing back?

Moderator: We do have people in the chat sharing. Dennis says in the chat, starting with one or two days a week then three to four days.
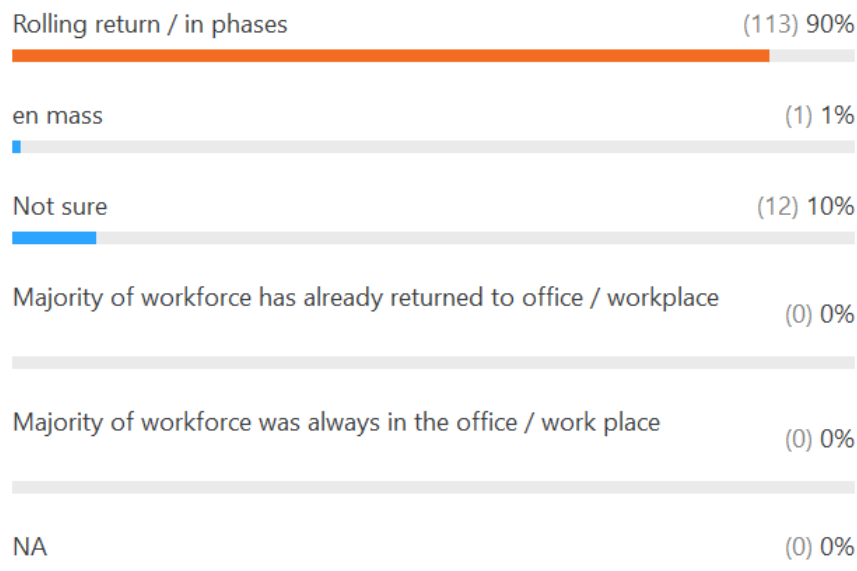
Rod V.: Yes, I think one of the things we're interested in hearing from people to bring a percentage of their workforce back and they are going to test that for a period of time? Maybe that is a week. Maybe that is a month, just to see how successful it is and to protect employees. Then are they going to increase the percentage after that or are they taking more of an approach where they are going to bring back maybe half or more of their workforce right away? Along with that, kind of an associated point is will you be bringing back partial percentages of teams? In other words don't bring back the entire team at once so if you do happen to have an outbreak that it doesn't infect the entire team.

Moderator: Thank you Rod. You sounded great and comments please. I'm going to end the poll.

Ryan S.: We're in kind of the same boat of several points that you said there where our office has phase one announced that we're looking to start in a couple of weeks here and we're looking at no more than 25% of an office's staff back at any one time and in particular no full departments at any one time in there. They've not defined an end of phase one or start of phase two date. I think they're going to kind of see how that goes in the beginning to make sure our governor doesn't make any changes to the plan as we get started on it as well.

POLL: Rolling worker return or en mass

1. Is the general consensus to have a rolling worker return or en mass?

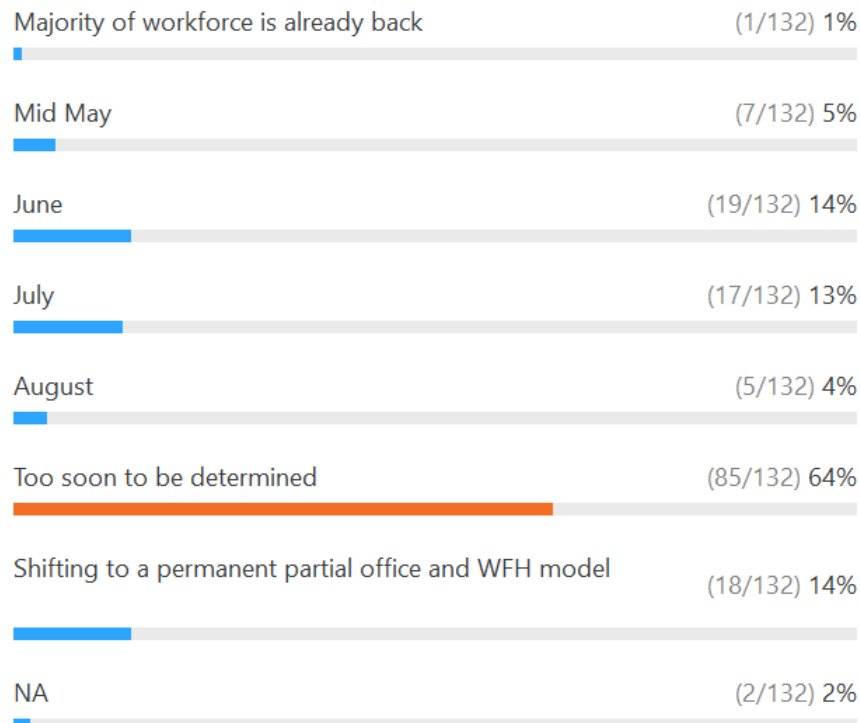|	
Rolling return / in phases	(113) 90%
en mass	(1) 1%
Not sure	(12) 10%
Majority of workforce has already returned to office / workplace	(0) 0%
Majority of workforce was always in the office / work place	(0) 0%
NA	(0) 0%

Moderator: Thank you Ryan. Great chat. Very, very active. We have four phases says Mark E. Those are all laid out 25% of the staff phase one, phase two is 50. Many, many chats. A lot of rolling approaches. Let's also launch this poll just to find out where we're at. How many folks have got people back or when they plan to bring people back?

Moderator: Time period plan to bring the majority or all of the workforce back. Someone's taking it. So Rod, when you asked the question of 10% and then how long before you'd move to maybe 20% of the staff back, as one example, have you started any of that at your organization?

Rod V.: We have not. We have all of our essential employees that are on site, that's about approximately 5% of our workforce and they've been on site the whole time. But I think one of the concerns or one of the risks that we're trying to mitigate and many companies are trying to mitigate is avoiding the need to bounce people back and forth between the office and working remote if you can. So in other words, not bringing back too many people to start with in case you happen to have an outbreak and then you have to bring everybody remote again. It gets into a lot of different topics such as equipment that is needed, do you need equipment in both places? Do you need equipment at work and at home? Do you, obviously the health concerns and you also have impacts too obviously to family members and so forth. So it's a pretty broad reaching risk. So I think a lot of companies are taking a pretty conservative approach there, which makes sense to me. But obviously different opinions on that.

POLL: Time period planned to bring majority or all workforce back

1. Time period planned to bring the majority or all of the workforce back (Multiple choice)

Majority of workforce is already back	(1/132) 1%
Mid May	(7/132) 5%
June	(19/132) 14%
July	(17/132) 13%
August	(5/132) 4%
Too soon to be determined	(85/132) 64%
Shifting to a permanent partial office and WFH model	(18/132) 14%
NA	(2/132) 2%

Moderator: Thank you Rod. Great chats in here too and it was multiple choice here on this poll because I added those extra questions. Especially shifting to a permanent, partial office and work-from-home model and we did have 18 people mention out of 130 taking this poll that they are working towards a shifting permanent, partial office work-from-home model. Any comments there?

Michael R.: We're looking at actually taking advantage of some of the real estate savings as well. Also looking at mitigating the shift from back and forth as wave two might come through. So those are all playing a major factor at this point in some of the IT initiatives we have going forward in the future. That's also playing a role.

Justin M.: If I could just get you to follow up Michael. Are you saying that you're taking advantage of the real estate opportunities by getting more real estate or by spending, reducing your leases?

Michael R.: Reducing our leases.

Justin M.: Great. Thanks.

Troy T.: We are actually in the planning phase of a new corporate headquarters and we are actually in discussions about reducing the size of that headquarters based on the success of working from home and the separation of people. So we're actually looking at reducing that by about 15 to 20%.

Moderator: Thank you. Great comments and great ones in the chat as well. Folks really looking at a variety of different, new solutions for the workforce, both mixed with working from home and in the office and we are finding some functions people have improved productivity in the workforce. We'll talk about some of those triggers too based on another question on what triggers you to be coming back. Curt, you shared in the chat.

TOPIC: Obtaining PPE for office use

Moderator: So if you were going back, where do you find any PPE that you may need? Anyone have a comment there?

Justin M.: It seems to me that there's always somebody around who says, oh, I have a great supplier for PPE. So it's interesting how, you know, I have a friend who went to a special PPE site and got several boxes of 50 masks that she was able to source very quickly and I've got other people in the area too have just said, oh, I've got this special supplier. So it's sort of interesting at least in the New York metro area, everybody seems to have like their secret supplier that they can source PPE fairly quickly and easily.

Moderator: Thanks Justin. We are producing PPE for the state and other agency, says Chad. This has allowed us to produce PPE for our own employees as well. Thanks Chad. Our foundation is looking at donors for PPE. We are working through our building management company to acquire the necessary PPE. And there's some questions in here and folks, we will get to them. There are some on stipend and a couple more that we will get to that. We are considering creating more mixed use hotel space in the office and getting away from the specifically assigned workspace. And these are moving so quickly, hard to read them. We have a drop off location with wipes for the user to wipe items down. We'll get into some of that cleansing stuff too in just a bit. I'm going to keep us moving Rod. We had a great poll, and I'll give credit where credit is due, because Rod assisted us with the questions on a poll we conducted a few weeks ago. We may do another one and see how things are moving along and progressing and the different trends we're seeing.

TOPIC: Deciding who comes back and when (IT roles, business roles)

Nikki and Anna have this topic. I'm not sure if, I think Nikki, one of them is definitely on. What strategies are people using to determine who returns and when? And when will you bring your IT workers back in the office relative to the return of business side workers? That question needed a little more explanation I think. Nice stuff in the chat on different things you'll be doing differently. One is reduced elevator loads to two people per elevator. Anna, you are on? Can you speak up briefly? Which question did you

have? Was it when you will bring your IT workers back related to business side? Anyone want to comment on this?

Paul S.: I could comment on that.

Moderator: Thank you Paul.

Paul S.: So one of the things that we've seen from this pandemic is just how easily almost all of IT can work from home. So in our case, it looks like we're really just going to bring back a very limited help desk staff for things like laptop changeouts and equipment failures and things like that. But most of IT for the foreseeable future can work from home for us. So we're going to stay with that model.

Chadd B.: I would echo what Paul said over here at my organization. Nothing official has been decided but for the foreseeable future I think IT will be allowed to work from home it sounds like. Because this has showed we're able to do all of our regular functions working from home. There still would be on site support techs to handle the hardware failures or laptop swaps, things like that but I foresee some of us not coming back into the office or maybe in a limited one day a week or once or twice a month type of deal.

Chuck T.: I'm director of IT. I'm echoing just the last two comments. We've had since March 17th, we've been working from home and only with permission we've had our support techs come into do that same hardware maintenance or support for our manufacturing with many equipment needs. But yes, otherwise our entire other team, developers, even network teams, support people for phone calls have worked very efficiently remotely so far. So I plan to hopefully keep a lot of that in place. I think when you get into the PPE and the cleaning requirements, I think that ends up being a lot of unproductive time where you could be a lot more safe and productive while being at home under these circumstances.

Gwendoline P.: What we're doing right now is we have over 95% of our employees working from home and this includes all of our IT staff too. What we're doing is that if somebody needs to come in as the previous person had indicated [inaudible] basis, what we're going to do is we're going to do it in waves and the first wave is going to be a very small wave. It's going to be on a voluntary basis and they have to meet certain criteria. So they can't have pre-existing conditions or have child care issues, be over 60 or live with somebody with pre-existing conditions or being sick or any of those or they are fearful of coming in. So the first wave is going to be a small wave and then from there, we're going to wait a while, probably a couple of weeks or so and then we'll look at the next wave to bring in. But this is going to be a voluntary basis at first. That way we're going to be able to assign, we'll be able to assess and then we'll be able, if needed, to have people go back home and it'd be easier that way.

Stu G.: I agree with all of that in terms of the ability of IT staff to work remotely and successfully support people but the question of when and how many we're bringing

back into the office is really tied to how much of the office is returning to the office. Because its onsite support is going to be, right now there's really no or little onsite support required but once we start returning to the office the remote model that we're using now is not going to work in the same way it's working today. So it's really tied to the business.

Moderator: Tied to the business. Great point. So much in the chat. A lot of trends to IT can pretty much work from home pretty easily. A lot of talk about different ergonomic, like an ergonomic concern with your desk and your chairs and your space at home. Where's that at? Just so much in that chat as well. I'm going to launch a poll on triggers before bringing employees back to the office just to see how that generates more. Select all that apply. CDC guidance, government and local orders, rick factors, company decision, etc. I'm sure many people will select many on this multiple choice poll. Looks like Carl mentions that people are going back to the office just to go, with permission, to go get their chairs and have more ergonomic stability. More standardized.

Lynn F.: I was staring at the question that's up there. The strategies that our state has implemented a badger bonds pack program and so when you, from the IT workforce and from my perspective as a CIO, there is no need to bring any of my IT workforce back except for the desktop supports. Because we support a house of corrections, a sheriff's office. We have an international airport, a zoo. So we do have, we have 15 people on site and of course we make sure we have the PPE. As for strategies from when to bring and who returns is really looking at the planned and phase approach and the phased approach phase one says you have to be six feet apart from everyone. You have to have PPE. So I'd really on those who returns is those services that can function underneath those, the guidelines that come out and I think the biggest question from all of us here, I think the struggles that we have is where those guidelines are very vague and they aren't very structured and I think that's what's causing us to, you either hear people that are coming back really quick or they're not coming back at all and I think that's what you're seeing out there. But from myself from the IT perspective, we can work remotely so why bring anyone, why bring any hazards into people's homes or for people in position where they could get COVID-19? But then again, still provide us high level service to the community that needs it. So that's kind of how the strategies are playing out for at least how I'm seeing it shake out.

Moderator: Thank you. Lot of discussion in the chat. I'll go ahead and end this poll. Those will also be available in the transcript and we will move to our next topic.

TOPIC: Determining IT requirements from business partners

Moderator: How are you determining IT requirements from business partners to allow them to return to work? And a little bit on phased approach. What does IT need from business partners to plan for return to work program? Some of this might got a little bit covered in the chat. Beth go ahead.

Beth F.: Yes, I'm here. Yes, I was just looking for, you know, I think like you said a lot of these questions are answered just that partnership between IT and business partners. How are people handling that? I think we are seeing the same thing that IT can work successfully from home and then, well on the opposite side, you know the one thing that I don't think we've really touched a lot on and maybe there's nothing there but I was curious if there was anything that IT needs from their business partners as far as returning to work?

Moderator: Good question Beth. What do you need from your business partners too?

Greg E.: I think one of the things that we're struggling with right now is the priority. What are the departments needing from us? How are they going to be opening up their business in order for us to figure out how do we structure that. We have had a huge effort in doing COVID tracking building a repository to identify, track and do the contract tracing. And so that's where all of our resources have been focused but as we start to wind down from that and other departments begin to open back up, what are the things that we need to be involved in or is it just business as normal without any of the ongoing projects that were priority before COVID hit? Are those going to go by the wayside? I think for us that's really what we're trying to determine now in conjunction with our business users.

Moderator: Thank you Greg. Lynn shares, *we are creating an IT business committee to our emergency operations center to address immediate IT needs for returning to work or for addressing possible second wave*.

Erik R.: I think what we're asking from a lot of our business partners is patience. A lot of it's going to be, with travel restrictions and things like that. We had a massive switch replacement project for this year that we've got to figure out how we're going to do. So there's going to be acceptance of whether we do remote hands on work and bringing other people into the office potentially for doing some of that work instead of our IT staff traveling and doing it and then the timing of things. We had a lot of people take equipment home. So when they come back, understanding that we've got to check all this stuff back in and make sure that the inventories there. A lot of patience with this as we just kind of get everyone back up and running over time. And then how do we deal with projects that require travel and people in offices?

Moderator: Great points, Erik. I know Elizabeth also mentioned corporate travel expectations. That's certainly going to be some decisions made for corporate travel.

Chris H.: Yes, hi. One of the couple things that we're doing, we've at the senior IT leadership level, they're meeting with the business two to three times a week to really stay on top of what's relevant, what's current, where the needs are and then at our level, we're spending the time talking to the different business groups to talk about what their return to work looks like and what their challenges and needs are and the things that we've asked from them is to really just kind of communicate more than normal with us just help us stay on top of what the needs are so that we can be responsive to them.

Because like most of you, majority of our IT folks are actually working from home. We do have some essential workers that are in the office giving out and receiving IT equipment as people come and go. But in order to be able to be responsive, we need to know what's that 10% look like? Who's in that 10%? When do we anticipate when they're going to need that so that we can be available and have staff available to help them get back into the office, get back set up? And so it's really a multi-level approach to kind of keep us aware as an organization the direction we're going with the CDC guidelines, the local government guidelines but then also as a company what's relevant and what's needed? There are teams and groups within our company that are reevaluating their work from philosophy and approach. As a company, it's not something that we really prior to this whole COVID thing allowed and now that we've done it and we've seen it, a lot of you have reiterated, oh wow, we're successful doing it remotely. That there may be roles within our organization that could be work-from-home and so we're evaluating what those roles are, what those specific needs for those roles are and we're doing all this in partnership with the business. Because we wouldn't be able to know what those are without them.

Erik R.: Echo that. We're having conversations with our HR teams specifically. You know, it's when, we have an emergency preparedness team that's been meeting ongoing throughout all of this and the conversation for the return to work is really, is do we need to? Same thing we live in a company culture where remote work was not encouraged. Most of everyone came into the office on a day to day basis and just reevaluating that. Is that absolutely necessary? Can we potentially save some money on office space in the future? Reduce the travel time for employees for commuting. Things like that. Now that we know it works, can we get the executives to potentially buy into a more long term strategy on it?

Moderator: Great points. I'm going to put up a poll that talk about triggers again but it would be if you went back to work from home. Guidance, government order, resurgence and there's some chat on that too. What happens, you got half the team back at the office and then you have some COVID cases come up. What are folks doing? How are they planning for it?

Paul S.: On those triggers, there's probably multiple triggers.

Justin M.: Also one of the things that I haven't seen on any of the polls regarding triggers is if the medical community is able to provide us with either a vaccine or an ability to determine infection rates for our people and for the people they may encounter. I think that's actually a key criterion for us in determining either when we're going to go back or how we're going to go back will be whether or not the medical community is able to answer the question of, if my people go back, will they be safe?

Moderator: I'm going to end this poll. Resurgent would likely be the primary factor mentioned Greg. Let's keep going folks. We got a lot to cover. I'd like to get into some of the hardware questions that were brought up in the chat and mentioned already. We are going to have a WebForum on Asset Management Procurement Following CV19. That's

May 19th. We'll have that, so we'll dedicate discussion on asset management procurement in general and of course as it relates to the pandemic.

POLL: What guidelines influence return to the office?

1. Triggers before bringing employees back to the office (Multiple choice)

CDC guidance	(69/125) 55%
Government & Local orders	(107/125) 86%
Risk factors to clients and team	(70/125) 56%
Company decision	(91/125) 73%
Infected rate peak	(25/125) 20%
Productivity results from working remotely	(28/125) 22%
Availability of PPE	(55/125) 44%
Business critical needs and status	(71/125) 57%
Ability to provide service while social distancing	(55/125) 44%
Other	(3/125) 2%
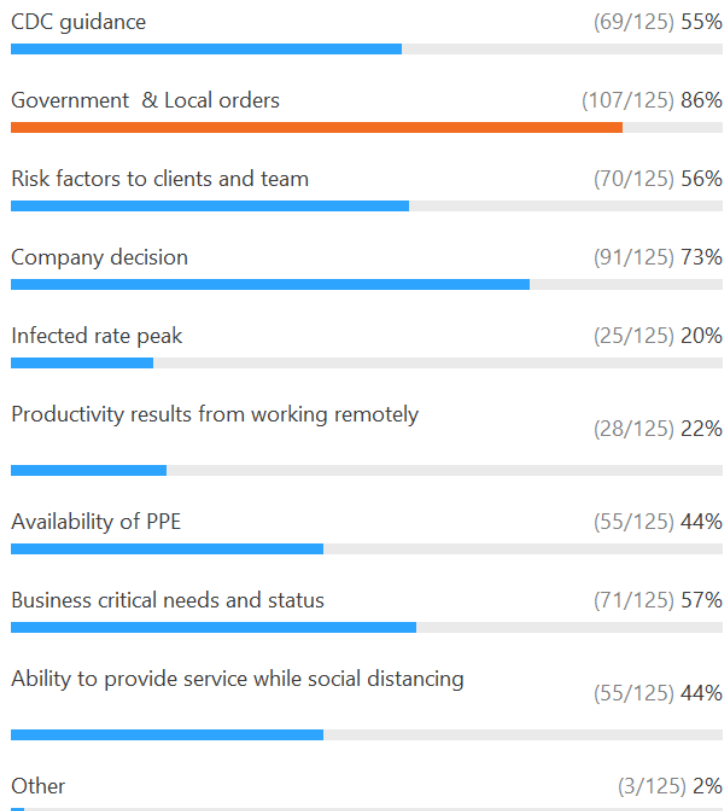
TOPIC: Stipends for WFH employees

Moderator: To what extent are companies supporting stipends to extended work-from-home employees?

Erik R.: We didn't necessarily do a stipend. We did a onetime bonus for people. Oh you have a poll. Sorry.

Moderator: Go ahead sir. Go ahead and we certainly want some comments. Beth, what are you doing at your organization?

Beth F.: I actually don't know the answer to that question. So I placed not sure in the poll answer. But that's what we're looking at is what should it be where you likely will have people working from home on an extended basis. So it's going to be, it's something that we are looking to see what other companies are doing. Are they helping

with their network connections? What about getting them their own monitors so maybe they can work partially in the office or partially at home? The chairs comments was actually a good one too. That's one of interest. Ergonomics. On a side note, we did find some information that we posted about office ergonomics at your home as well as home exercises to do to stay healthy. So that's one thing that we launched right away but the stipend piece is one that we're still figuring out.

Gwendoline P.: So what we did is that when we had staff go work from home, we provided, they were able to take their laptops, desktops, monitors, chairs any equipment that they needed, their phones or whatever, they were call center people. They were able to take those home. If they needed extra equipment like their Aruba or a My-Fi or anything like that, we provided that and that, those of course are always provided to people who really needed to have those. In a stipend sense, because the majority of the staff did not need to have their desk phones, we provided everybody who did not have a cell phone stipend, we provided them a cell phone stipend no matter what. So in case they were using their cell phones for meetings or calls or whatever it was.

Moderator: Thank you.

Peter S.: So we're actually, if people need something like they need a laser printer or they need a monitor for home, we're ordering that and shipping it to their home like that instead of a stipend. That way at least we have a little bit of control over what's being purchased and the like.
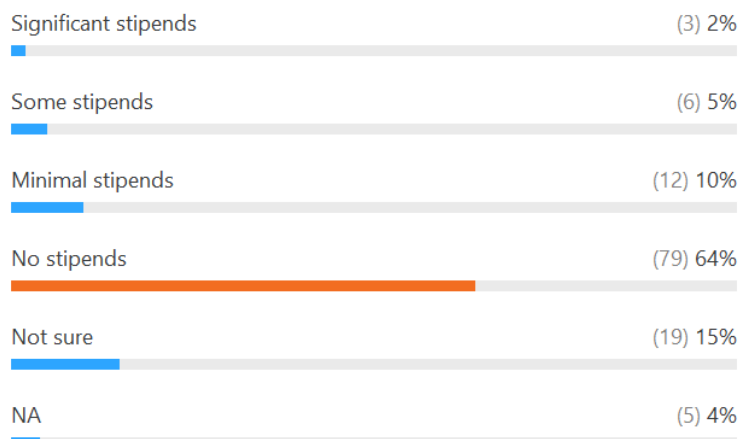
Moderator: Thank you Peter.

Erik R.: Just to finish my comment to earlier, we did do a stipend because we had concerns over a couple of things. One is the tracking the equipment. The other is the ergonomics question. So we gave, everyone has all the hardware that they needed to function and we gave everyone a onetime payment of $500 to buy any extra equipment, ergonomics or cover network connectivity as needed. We did provide mobile hotspots for a few people that had no internet access. But for everyone else, it was kind of a one-time payment to let them choose what they wanted. But they had access to pretty much the hardware that they had at their desk that they could take home with them as long as they bring it back. Because what we didn't want was people to buy, we didn't want to have to order a bunch of extra monitors or a bunch of extra printers and have them all come back to us at some point because we don't know what do with them once they come back.

Moderator: Got it. Thank you. Thank you Erik. I'll go ahead and move us forward. There's a lot of information, questions on how you're keeping track of it and some are using asset tags. Chad mentions, IDplate.com asset tags and we'll get into a little more on the equipment in a moment here. Regular inventory software, computer equipment headsets, etc. provided but stipend or allowance for furniture, no stipend. OK. Let's keep moving. Beth was that helpful?

Beth F.: Yes. Thank you.

POLL: Status of employee stipends due to WFH

1. Status of employee stipends due to WFH

Significant stipends	(3) 2%
Some stipends	(6) 5%
Minimal stipends	(12) 10%
No stipends	(79) 64%
Not sure	(19) 15%
NA	(5) 4%

TOPIC: Technology & cybersecurity needs

Moderator: Ok, two-parter here. Rod and Monty had similar questions. What technology, fraud tracking, productivity, cyber-attacks, Wi-Fi, conferencing, etc. are you using to achieve your workforce back in office goals, knowing part of workforce may stay remote long term? And I think it was Monty was looking for a cybersecurity checklist for people returning on site. Comments here? We have a whole Toolkit (Pandemic Preparedness). If folks have not seen all the documents that you all have been contributing, there's just many, many of them. We've got a whole document just filled with links about the documents that are helpful.

Moderator: Rod, do you want to add anything to this topic? Or give us a little more explanation? The first portion was yours. Fraud tracking, productivity, cyber-attacks, etc. What are you using to achieve this?

Rod V.: The question was really around what are people using from a technology standpoint? So we all know that there's an increase in fraudulent attempts right now. People are getting, it's gets to things like the Internet of Things. So somebodies got a Wi-Fi compatible voice activated piece of equipment in their house normally. Well, someone can fairly easily hack into that and then get, can they then get into your company network if the persons working from home? So from a fraud tracking standpoint, how are you, are you increasing your education to your employees on phishing? Are you educating people on how to appropriately secure their network at home?

Justin M.: And so, we've done several things. One is we have basically every other week or so we remind them about the risks of phishing and that sort of thing. We've upped our phishing campaign. So we used to do them quarterly. Now we're doing them much more frequently to re-validate again that people are being careful about the email that they're clicking on. We did add a new endpoint protection software on everybody's device during the process of migrating people to work from home so that we had additional protections on their end user devices. We use VPN so even if their refrigerator or whatever, you know, Internet of Thing gets hacked, it doesn't necessarily get into the office because the computer itself is using a VPN to get into the office and the refrigerator or whatever is on Internet of Things doesn't have access to the VPN. But you're right. We have stepped up our cybersecurity protocols in light of everybody working from home.

Moderator: Great points. Thank you. A lot in the chat too. Everything from phishing tests, using things like KnowBe4 to Endpoint Secure with ramped up VPN and so much more here.

Chadd B.: I would just echo what, I forgot who, John or whoever was speaking last. But you know everybody uses a VPN on their device that they took home and they have to access company resources. We don't have much of anything open outside of the VPN. The email, the ERP, none of that works, you know, public web, it's all restricted to that VPN and we do a full tunnel. There's no split tunneling on that VPN so all traffic is brought back to the corporate office. So from, you know, if they have some device in their home network that isn't secured or patched, it doesn't have access to the work network and we use the KnowBe4 that others have mentioned and we didn't change a lot of our cybersecurity practices. We already had the firewall with the data leak protection and the web filtering, the VPN, the phishing tests, the email security through Mimecast. So a lot of that was already in place. We didn't change that. The only thing would be we added some licenses for the VPN of course, for the two-factor, everybody's using that. So that rules out a lot of the phone issues because they're on our network.

Moderator: Great point and great chats too. A lot of the force to the VPN mentioned of AMP to replace to SEP I believe, Cisco AMP and then also a tightened DNS to protect users at home. It's half the price of a Cisco umbrella. Great stuff Rod. I'm going to move us on folks.

TOPIC: Public & private sector timelines, government guidelines

Moderator: How are public and private sector determining it's safe to return to work? How are entities planning on communicating safety measures to gain the confidence of the workers to return?

Donna H.: Yes I was really curious. I work for a school district and we're the second largest district in the state of [state]. So they told us to all go home because of the virus and now they're talking about having us return to work. So I think there's a lot of people that are sort of wondering why and what makes that determination. Because there's a

lot of people that are uncomfortable with the fact that how did you determine that and all of a sudden we're just going to go back to work and how are you going to gain the confidence of the employees when they do return that everything is OK and they can just go back to normal? It seems like there's a big gap there in determining that it's safe and the communication to the associates I think is going to be key so that they have confidence walking into work when everything is lifted.

John B.: Yes, I'd like to jump in and agree with that. Is that, what we're finding is that while we're going to stay working from home until the end of this month and they're planning on how we're going to bring people back maintaining social distances and all those things but it's in the planning. But the key word I think was said by the last person is that communication is the key. We've had, we get a weekly meeting update from our CEO every Wednesday morning, what's going on. It's about a half hour or 35 minutes and everybody's on, the company's Zoomed in on it and we have stand up meetings with the smaller groups every day on how things are going. So we're doing a lot of communication and we basically said it was a couple of surveys ago but the primary consideration would be and we're telling everybody this, the primary consideration is the welfare, the well-being of our employees. Everything else is secondary. Now, we're in an enviable position where the working from home, the entire workforce ended up working from home like 650 people and it's been pretty seamless for us. Because we had laptops, everybody's issued a laptop initially and they all have the security protocols and VPNs and all that stuff. So we're able to make that decision. But I think the key thing here is to communicate with your employees. So, OK, this is what's going on, this is what we're considering, this is what we're going to do and we've been doing that all along. So that's, communications the key on this and you've got to tell people what you're doing and when you're doing it.

Moderator: Dawn, you mentioned planning training to be rolled out via online training tool for all employees for re-onboarding with the new policies and procedures relative to COVID. A lot of state guidelines mentioned here. Planning stage right now with input from all managers.

Donna H.: For us, this isn't just about the workforce coming back. We have 45,000 students and parents behind all of that too. So the communication and confidence in the parents sending their kids back is a big factor for us too.

Chris H.: Yes, real quick, I want to add to that that you know Donna and John both have very valid points regarding communication. It's so critical and I was listening to some podcasts recently about that during this time of the world that we're living in and it challenged me to think that if you think you're communicating enough you're not and you need to communicate more. And I've even found that if I communicate, there's no updates to my staff or to my users that alone is helpful. So not hearing anything is bad news. At least hearing something that there's no changes, no updates, no nothing is really critical. So if you think you're communicating enough, communicate a lot more.

Moderator: Great point. Lynn says, *we're creating a dashboard that has red, yellow, green light for when we can return to work or execute the next phase as another tool*. COVID teams in team meetings. Any state, federal guidelines on return to work procedures?

TOPIC: Thermal scanning & taking temperatures

Moderator: Thermal scanning has come up several times but we also believe that runs afoul of HIPAA. Comments here and then Mike I think yours is our organization is looking at thermal imaging cameras to scan their staff and patrons prior to entry. Anyone looking at that? Getting in that deep with the thoughts and then even the running afoul of HIPAA?

John B.: Yes, we're doing. We are in fact doing that with the thermal scans. I'll give you one word of warning, they are expensive.

Moderator: John you have some people in the office and there you're giving, doing the thermal imaging?

John B.: Yes. Well what we've had is my company, we have a lot of developers and some of the things, I mean the test equipment for developing sometimes was so expensive we couldn't take it home. So we've always had some people on site that had to go in, like the developer had to go in, do his test, he would have some protocols about wearing a mask and sanitizing and that kind of thing and then go away and then maybe some other colleague would come in the next day. So we've been working from home and like I said earlier, pretty seamlessly. But I miss, what was the question that somebody just asked a second ago?

Moderator: Was it related to HIPAA privacy or...

John B.: Yes, there was HIPAA question, I'm not sure what that was.

Moderator: It was related to thermal scanning has come up but we also believe that could run afoul of HIPAA. That was on the slide.

Erik R.: When you talk about thermal scanning, are you talking about thermal imaging passively?

Mike T.: Yes, like thermal imaging cameras, like a flare camera that I guess you would use to just check temperatures. So it shouldn't be anything in regarding HIPAA because you're not registering that temperature to a so-called person. It's almost the same as like you're doing a head scan for a temperature. It's not like getting up close with a hand scan, like you're doing this from wherever, a distance. Like you had mentioned it's a camera that we have on a stand and it's a more passive check

Erik R.: I think you'd be more running more risk with a passive thermal scanner than you would be a temperature. From what we've done, is because we actually have to do temperature scanning for construction sites and we contracted it out so that there's no partiality from any of our employees and no ask for our employees having to do it. So we have just a group that you can hire that will come in and just scan everyone's temperature. They don't track temperatures. They just write a yes, no for their daily log and that's it. And if you have a temperature above a certain threshold, you just don't come in.

Mike T.: I guess we weren't looking to, we wouldn't actually be recording that actual temperature. We would yes or no. Oh you flagged. You are higher than 98.6 so yes, you are higher. You need to go home. If you come in at 98.6 you are good to move through and go within the office itself. So there is not really like a tracking of what your temperature is on a day to day basis. It is more of a yes/no. We looked at some products and Flare is kind of like the market leader in the thermal imaging platform. What other programs are people using? How are they using them? Is there a lead time, because I understand the technology is kind of a big boom right now. Everyone's looking at doing this. So I just kind of wanted to open the discussion that way.

Dennis H.: So there is another company out there called Seek Thermal which is similar to Flare and they actually have a skin infrared monitoring system. They run about $2500 apiece. So we are considering those. Right now we are just doing the head scans with thermometers. Then for HIPAA like everybody said we are not recording anything. It is just yes/no and if you fail you go home.

Moderator: Got it. A lot of the chat here, Vang says they are looking at AT&T product that was about 30K. Then of course we are taking the poll on some of the measures you have deployed when bringing employees back.

Mike T.: We are considering, we have actually purchased and we are testing some platform devices. You stand on a pedestal that actually measures temperature. One thing that we actually had to change. We were concerned with HIPAA and there is a red light that alerts on the actual pedestal itself when the temperature exceeds a certain amount, 101 degrees. We actually are going to disable that light so that people aren't embarrassed if the light comes on because we are scanning everyone's temperature. Those people would be alerted just on the screen itself. Only they can see it and they will go to another entrance to be secondary tested.

Kurt W.: It is kind of interesting, this topic, because they have started this in some grocery stores and they have actually turned people away, being false positive of course because they came from a hot car. They go in and they go above the required limit and they get turned away. So some of this can be very dangerous as well.

Mike T.: I have seen some articles regarding that like false positives and what they are doing is allowing you a cool down period. You get your first scan at this time, we will give you five minutes or so and then you can come back with a second scan. If that

second scan comes back or positive or within the same range then they would basically ask you to be removed. Amazon is doing that for all, I guess they are looking at doing or implementing this in all of their warehouses. I have seen it in grocery stores. I actually put in the chat one of the products we have looked at. It is like $2600 for the device. We are actually looking at even buying like a thermal camera and doing some AI pieces with data BS to see if we can kind of recreate it ourselves but at a lesser cost.

Gwendoline P.: So we are not doing anything with thermal imaging cameras or anything like that. We are looking at the possibility of taking temperatures and everything which most likely is going to happen. As somebody had indicated earlier the key point is to make sure you are very clear on your communication to your staff of what you are planning to do. What is going to happen if they do have a temperature that is outside of the range that is recommended by the CDC or any medical directors or the local department of health so that they understand what is happening. I think that will be a key point so they understand that this is going to happen if I come back into the office. If I do have a higher temperature then I have to leave. I think that is really, you have got to just keep communicating that so there is not a surprise for these people.

John P.: We have a different approach. So I am coming from Canada. We have dismissed temperature based on the guidance from our federal health authorities that it is not an effective measure and it is more, we call it, theater of security. So we are not doing that as a conscious choice.

Moderator: Thank you. A lot of links on products, solutions, etc. in the chat. Jackie had asked, there was somebody who had said they hired a company to take their employee's temps. What was the name of the company hired?

Erik R.: I don't have that at my fingertips but I will look it up for you and send it.

Moderator: We can follow up. Thank you.

Dennis H.: I have a follow up question. Is anybody asking their employees to just self-monitor at home instead of taking their temperatures when they get to the office?
John P.: That is exactly what we are doing.

Erik R.: We don't ask them to track but that is our general policy is if they feel sick they are supposed to stay home from just a general standpoint.

Peter S.: Same here, we are just asking them to self-monitor.

Erik R.: We are also asking them if they do have symptoms and they get tested to give us a positive/negative result of that so that we know for contact tracing. That is the most invasive thing, I think, that we are allowed to do. It is still a voluntary report.

Paul S.: We have been doing a daily survey that goes out to every employee and part of it is do they have symptoms or have they been in contact with anybody and we track it.

Moderator: Thank you. I moved this on and it is pretty similar. Chuck, do you want to add anything here? We talked about temperature checks and self-monitoring from home has been mentioned. COVID-19 testing available. Anything here we haven't covered yet Chuck?

Chuck T.: Yes, I am just curious about John's comment from Canada regarding their guidance on temperature checks. Just curious if he could follow up with what are they taking any measures or what their guidance may be that could be beneficial for everyone to hear.

John P.: Sure, so our chief medical authority, the statement is that while it can catch people with fever it doesn't mean you are in a state where, you can still have no fever and still spread the disease, is one train of thought. So our guidance we are going to come back with is we ask you to answer some questions about who you might have been exposed to and to essentially self-check. So two things, we don't think the temperature checking, based on that feedback, is going to do anything but for the most egregious cases where we believe our people are given opportunities to be as honest as they need to be, right? That was the concern. The concern is that originally we thought, will people feel pressured to come back to work and then misrepresent their health so the policy is to work from home, stipend, certain guarantees of work, we think, are keeping people at home who need to be home. Then we are taking that guidance instead of saying temperature checks, while useful might be more theater than anything. So that is kind of our health authority has kind of played back to us. I think it is consistent with some Europeans, although the Asian governments seem to be strong on temperature checking. So that is all I can offer.

Chuck T.: I think this is maybe in the planning stages right now, with my last question. As we go back to offices or a percentage of people do, how far is this going to go as far as sanitary steps for constant cleaning or sanitizing your areas. Are there any thoughts on that?

TOPIC: Re-engaging service desk support & workload prioritization

Alex, re-engagement for a shifted service desk support stance. Blended users at work and home. All at home, we also had some questions in the chat related to increasing sick days and that. How are businesses prioritizing new IT work related to pandemic preparedness?

Lynn F.: For us, just talking among our emergency operations center, you know we talked about priorities in IT in general and now we are creating an IT business committee to go over just to be more prepared for a pandemic second wave and things that we need to put in place to come back alive. So we need to bring back the business groups in together. We prioritize our work for the IT so we know what is the priorities with....

Moderator: Good question. Any more comments for Lynn? What are the highest priorities of the new IT workload related to everything that we have all experienced?

Justin M.: In our organization if it requires a lot of UAT we sort of damped down the requests made those a lower priority. If there is something that we can do from a systems point of view that does not require user acceptance testing or user evaluation we make those things higher priority. So that is how we have been able to prioritize because it is just harder to get committees together to discuss user acceptance testing and to actually test system while people are working from home.

Moderator: I think we can move on and get into more of the equipment area. Equipment pickup, return and cleaning and disinfecting type questions.

TOPIC: Equipment return, cleaning, and sanitizing

Moderator: Dan and Rod ask how are orgs handling mass equipment return with the potential of contamination? Quarantine equipment? As alcohol becomes available mass wipe downs how are you handling bring that equipment back?

Erik R.: We have created quarantine cabinets. As we get equipment back we have only had a few so far so we haven't had to stage it but essentially we put it in a locked filing cabinet for seven days and then anything next, and then the next cabinet as we need to rotate. Then when it comes out we wipe it down.

Moderator: Wiping down with wipes, says Chadd. Mitch, how will organizations accomplish contact lists equipment work? Will employees drop off their machines and then come back to pick them up from a particular area? A support model that does not include a regular IT presence in the office. Perhaps we can commit to having a rotating schedule. I think we have covered that a bit. OK, we purchased a ton of extra monitors.

Moderator: All of the equipment purchased, are others requiring them to bring it back? This is the question that I was looking at? Do you want it back or are you thinking you might keep it there for future work from home?

Dennis H.: So before COVID-19 started we were already working on a work-from-home policy so this just kind of accelerated it. So since we have already submitted this question we have already kind of agreed that all of the extra equipment we bought, all of the extra monitors and keyboards, MiFi and all of that stuff, we are just letting users keep them at home. We don't want them back for the time being.

Peter S.: I agree with Dennis. If we purchased a monitor for them, it is $130 or whatever or a $200 printer, we are going to have them keep that at home.

Moderator: Other views? Have others thought about what you would do when they leave the company, if they would leave the company. That is from Danny in the chat.

Dennis H.: I guess like Peter was saying, the monitors are maybe $15 apiece and so maybe we gave them $300-500 worth of equipment. We are an essential company so we haven't laid anybody off or done any furloughs or anything. I guess we will just handle that on a case by case basis if somebody leaves..

Moderator: Thank you Dennis. You get a little idea of what others are doing here. Chadd said that they are required to ship it back.

Peter S.: If we have furloughed somebody they were required to ship it back, similar to if we were offboarding them during normal times. They would have to bring equipment back.

Chadd B.: That didn't change for us. If we were offboarding, as similar to what Peter said, the phone, the laptop, whatever they had. That policy hasn't changed.

Moderator: A lot in the chat too with a lot of solutions. Laptops are required to be returned, says Elizabeth. Still requiring monitors and laptops to be brought back, says David. We don't want to see their cheap keyboards come back.

TOPIC: Laptops vs. desktops

Moderator: OK, I will keep us moving. What is the percentage that your staff uses laptops instead of desktops? Are you planning to make any changes with COVID-19? I am thinking more to laptops, is what she is saying.

Chadd B.: Again I am in an enviable position that all of our employees are issued laptops the first day they show up, so we have been treating that like normal operating procedure. So when they leave the company they return the laptops or we will take it out of their last paycheck, that kind of thing. I am thinking that it will probably expand to monitors and keyboards and everything else. The one good thing that did come up that we hadn't thought about is bringing this stuff back and putting it in quarantine. We haven't even addressed that. So I appreciate that comment. I haven't really looked at it. Peter, you had something?

Peter S.: So at my organization we are creeping into about 2003 as far as technology goes. So probably 80% of the people had desktops and thank god we just bought Lenovo tiny desktops that had wireless and bolted them to the back of the monitors so they could pick up their monitors and go home. However, I think it showed where we should be, instead of having 80% desktops and 20% desktops it is time to move to desktops just for ease of use. We have had people going back and forth and they are literally carrying that tiny desktop and monitor back and forth with them. Certainly more convenient with a laptop. So we will be changing.

Moderator: That is definitely the consensus in the chat as well, trending to the laptops.

John B.: I will add one other thing that just came to mind real quick about equipment. We also went to Vonage, not to give them a plug, and so everybody had the capability of having a soft telephone on their desktop. So when it got to everybody working from home they basically took their office phone with them, if you will. We hadn't thought about it like that, having them work from home, but it became a really seamless operation. You can still call me on my desk phone even though I am 12 miles away from the desk.

Moderator: Very helpful. Mike in the chat shares Cisco Jabber is their soft telephones too. Jabber soft phones mentioned by three if not more. Routing all calls to mobile phones via our PBX. A lot here on phones. We use zero thin clients in a VDI environment. OK, we will keep those chats rolling in.

Peter S.: Can I ask Michael on the chat where he says he uses the thin clients with VDI, if that VDI that he is using, is that web based as opposed to on-prem?

Michael R.: Cloud versus hosted locally, we host ours locally right now. We are actually in a transition to move our data center to a colo and then eventually at some point become a cloud-first initiative. So at this moment we are hosting ourselves. That works out pretty well.

Peter S.: So the people at home though, they are not at home 'downloading the virtual desktop,' are they?

Michael R.: We had an initial thrust to ask people; do you have your own equipment? They would install the client at home on their own workstation or whatever they had to work with. Otherwise they would take a zero client home but we do have an HTML interface with VM Horizon. So the VDI environment that people can use and it functions well.

Peter S.: Awesome, very good. Thank you very much. I appreciate it.
Michael R.: You are welcome.

Mike T..: Do you say for your VDI are you also saying you are using a soft phone too?

Michael R.: No, we have a few people using soft phones, not a lot. So we had a rollout with Cisco VPN phones. I believe they were later 7900 series and ED800series phones that we had to deploy. We did have to purchase quite a few to be able to take advantage of that VPN functionality because the older ones couldn't support a lighter encryption technology.

TOPIC: Cleaning the office & signaling clean zones

Moderator: All right I moved us to talk about distancing and health risk tolerance questions. How are you cleaning those, the office common touchpoints? Some of this

was touched on in our poll. How are you protecting workforce health and safety? Signaling a clean condition workspace to ensure employees.

Beth F.: We were curious. Something that made me curious, someone had mentioned like a dashboard of signaling some things. So that prompted an idea that perhaps that is something that we can do. We are looking at how can we ensure that when employees come into the office they can rest assured that the area they are working in is clean. As we move going back to using conference rooms that they can be assured that it has been cleaned and as everybody has talked about PPE and alcohol and things like that so that we don't over use a lot of that equipment so that we can optimize it as best we can. So that is some of the things that we are thinking about and we are just wondering how other companies are signaling clean conditions.

Erik R.: One of things that we are talking about as we bring people back is we have been doing full office sanitation. Doing them every other week and rotating an A-B staff over those two weeks. So if you are on team A you can be in the office for two weeks. We fully sanitize the office and then the following week team B can show up for two weeks. Then team A essentially is on self-quarantine for two weeks to see if anyone. That way we limit any potential infection to just one set. Right now our conversations about it are still, if you are on either of those teams to still sanitize everything if you want to come on. That at least allows everyone to know this is the frequency of the office being sanitized. And that the space is clean for those two weeks while you are there.

Beth F.: I liked the combination of the self-quarantine in that process. That is really great.

Rod V.: One of the questions along with this that we were considering and that we have heard from other companies is the cleaning products that are being suggested are rather harsh in some cases. Any concerns out there with the impact this could have to equipment and/or office furniture and that sort of thing and what is the potential impact there. Are you using signage in the office to just remind people of health and safety procedures?

Erik R.: Yes, we have signs everywhere for distancing, hand washing, hand sanitation. All of the guidelines in numerous locations. Some of the other things that we are talking about is we have a kitchen area that we are limiting to no more than three people at any time because it is big enough to handle that. We are not allowing people in the group lunch area. We don't want to encourage people hanging out together that way.

Chadd B.: Here are some of the things that I don't know it if was mentioned. They implemented one-way walking paths and one way hallways here so down the cubes is one direction and all of the hallways are one direction so there is not people passing by each other. Another thing that they did, I don't know the frequency that they are doing it but they do some type of whole office sanitation where a company comes in and cleans the entire office on a weekend. If there is anything in the building that hopefully would get rid of it.

Erik R.: I have a question on the harsh chemicals real quick. This is an anecdotal side note. The stuff that the company that is doing our offices uses curls all paper. So if you have papers siting on your desk it will curl up on its sides. So at least it is encouraging a clean desk policy.

Moderator: Any natural cleaning products that anyone can share that are authorized, asks June. Then there is more VPN and bandwidth questions etc. going on in a conversation in the chat which is great.

TOPIC: Supporting desktop users & those with health risks

Moderator: All right James asks what additional procedures are being considered for supporting desktop users while honoring employee distancing and health risks. So you are back in the office and the distancing and how does that relate to your desktop support folks?

Peter S.: We have 30 locations around the US and we have IT people in only seven of those locations. So we have been doing remote desktop support where we just have a remote control program that we take control of their computer. So if it is not a hardware issue and it is just maybe there is a problem with an update or a problem with a program or something like that we simply jump onto their session with them. We also use Microsoft Teams and have them share their screen with us. So even when I go into the office a couple of days a week and somebody is having a problem at the office I don't walk up to their computer. I simply go to my program, type in their IT address which is on their desktop and they give to me and I can take control of their desktop and have that conversation on what problems they are having.

James E.: Yes, my concern, one really the employees concern with their health risk. Asking for permission, wearing gloves, wearing masks. What kind of the protocol is there for entering their space, I guess, is kind of what I am looking at.

Rob H.: To help expand on James' question we do the vast majority of support remotely as well through remote capabilities. However there are certain instances of hardware failures or a whole host of reasons that could cause a service desk or help desk employee or some IT employee to have to go to the user's desk. I think that is kind of what we are looking for is are there any considerations that any of you are doing if you have to have employees interact like that. To James' point, wear gloves, ask for permission, sanitize the keyboard between uses etc.

Peter S.: When I visit a desk because I have to and had to do this the other day a couple of time. I wipe it down before and I wipe it down after. I am wearing a mask. I ask before I go into their cubicle or into their office if I can come in. So yes, some of the things that you talked about and then I wipe it down when I am done, the keyboard, the mouse, if that is all I touched. Around the keyboard and the mouse because maybe I put my hand down or something like that. I will wipe that down but nothing more than that.

Donna H.: I am wondering also, it is not just the touch point at the desk so the people working for the companies or at the district. We have 86 sites and all of them have a desk that people from the public walk up to, to ask questions, to do things for their kids; registration, issues etc. I am wondering if anybody has a remedy for a lot of traffic like that? How often would you wipe it down? Having people stand in line six feet apart and on and on. For us it is a daunting task to think about how to handle every single site and all of the traffic coming in, not only to the sites for the schools but also to our numerous administrative sites.

Moderator: So kiosks and all of these other different stand-up type areas. Sanitize after each client, says June. Sanitize after each person, again. Tough challenge.

Peter S.: It is like being at Target. Every single self-checkout gets cleaned between each person. It certainly slows things down.

Donna H.: So if you couple that with the thermal imaging that we discussed earlier would it be necessary to also wipe down after every person or would the thermal imaging be enough to say this person is safe so we can just take the next one and take the next one without having to wipe down every surface each time?

Peter S.: I just think people are asymptomatic including no temperature who have the virus so I think that is the issue there. It is just what side of the thinking are you on. Does somebody who has a temperature have, are they more likely to have COVID-19 or if you don't have a temperature does that mean that you don't have it or are you just asymptomatic?

Moderator: Other items in the chat; using keyboard covers. They are easier to clean than the actual keyboard. Beware of getting too confident in your screening process. Then a lot about the fact that they would be non-symptomatic, so no symptoms. Tough stuff.

TOPIC: Social distancing requirements in public areas

Moderator: Will there be social distancing requirements? What about public areas? People talked about cafeterias and closing those somewhat or limiting to two or three people.

John B.: I can jump in real quick. Our shipping and receiving department has been on board within the office for the whole time. You just can't ship and receive from home. One of the things that they have done is that the break areas, they put them on shifts basically. There is a schedule of what area, like shipping can use the break area between 8:00-9:00. Receiving can use it between 9:00-10:00, that type of thing. We put little cones in front of it to know what color code is in the room right now. Same with lunchrooms, break areas, common areas. We just kind of put a schedule together. We are probably going to do something like that when everybody goes to the main office.

So scheduled people, blue and gold teams or something like that. Work in shifts and that type of thing.

Moderator: Thank you John. Good points, doing what you can. Chadd says half the tables and chairs were removed from the break room to force the distancing. Then two questions here; ultraviolet lights to kill viruses or those wands, that was brought up in the chat twice. Anyone test the effectiveness of that, install anything like that?

Justin M.: We are investigating having those installed in our supplemental air conditioning units.

Erik R.: Just to an earlier question about which company we were using for the temperature checking. It is Medix, if anyone still needed that.

Moderator: Thank you Erik. More here on masks required within your office areas. Individual offices, common areas, will conference rooms be used. We touched on some of this and it was in part of our poll, I believe.

Chuck T.: Yes, I think when you think of bringing people back to work one of the things is obviously you are able to get together and meet face to face but is that really practical or are people setting guidelines or in the process of setting guidelines where you really aren't having teams get together in meeting rooms where even though you may be in the office you are actually dialing in for any conference calls or group meetings.

John B.: We have discussed that and we have been so successful using online meetings like this one with Zoom and whatever applications that we are looking to continuing that. Go to the meeting if it is feasible and you can keep your distance but other than that go ahead and log into the Zoom meeting or whatever. Quite frankly it has been successful.

Chadd B.: We are requiring the face coverings in the office and in the manufacturing if you are moving around or within six feet. Any common area some type of face covering, a shield or a mask, is required.

Moderator: A lot of masks being required or masks are required and you need to stay in your zoned area. Having zones determined.

John B.: We are doing zones as well. Like shipping stays in shipping, receiving stays in receiving etc.

John B.: One add to that, I just talked to the operations manager or director. She was saying that the biggest problem is people keeping their masks on. They are just not seeing the intensity of it. So you have to keep reminding them, that kind of management piece there.

POLL: Measures deployed for return to work

1. Measures deployed when bringing employees back (Multiple choice)

Measure	Count	Percent
No common touchpoints	(14/95)	15%
Continual cleaning of common touchpoints	(77/95)	81%
Space workstations	(55/95)	58%
Closing / no use of conference rooms	(42/95)	44%
Masks and / or gloves required	(59/95)	62%
Temp taking before entering	(42/95)	44%
Continue online meetings / no or limited large gatherings	(67/95)	71%
Stagger teams at home and work on separate days	(53/95)	56%
No use of public transit	(3/95)	3%
Other	(3/95)	3%

TOPIC: Technology & collaboration tools for agility

Moderator: Rod, how are you handling social distancing in the office? What type of technology are you using to implement the 'next normal'?

Rod V.: I think we have probably hit on almost all of the topics. I guess that very last part of that question about if there is any next normal technology that people are using that is, I will say, more focused on resiliency and strategy. How are you moving your company and office more long term as opposed to just addressing the short term issues which a lot of us are focused on, obviously, but from a technology standpoint of how are you looking long term and what are some of the technology options that you are looking at?

Moderator: MS Teams has been great, says Joel. More and more collaboration type ways to communicate. Three Teams comments.

Peter S.: I am for Microsoft Teams. It is incredible.

Rob H.: I think one of the things that we are getting focused on in technology, just in general, is technology that as an insurance company typically 90% of our workforce was in the office. I don't anticipate we will ever get back to that after this pandemic is 'over.' So we are going to be focused on finding ways for our employees to work more mobile and not have to necessarily be at a station to work. One of the technologies we are looking at to help us with that, to give us the scalability without having to provide a big investment is Microsoft's Windows Virtual Desktop that they host in Azure. We haven't done a lot with it yet but we have started the initial review of it to see if it is something that we can use the to help employees be more mobile.

Moderator: A lot of Teams, a lot of Zoom, if it is external. Internal are Teams and then some Google Meet, Office365, WebEx. All of those things have been life savers, it sounds like, as we live through all of this. Let's talk a little bit more about collaboration tools and videoconferencing. Dennis, we have had excellent adoption of video conferencing and remote collaboration during this time. Any suggestions on how to continue this in the future? Are you still with us Dennis?

Dennis H.: I guess this is kind of like, I know somebody else mentioned it earlier in the call to where their company has not had a culture of remote work. This has forced us into online collaboration and using the tools that we have already been paying for and not really using. So just looking for any tips on how to encourage that moving forward. I think as this call has gone on some of the guidelines that we have already talked about are just going to force using it for the near future.

Chadd B.: I think it kind of all, the adopting and going forward are going to happen on their own. People have been using it for two or three months and potentially will for a while yet and they see the value of it. I think potentially on its own people will continue to use this and they are seeing value now. Business is getting done. Meetings are happening. People are being productive on the tools so I don't know, at least here, it will just continue on its own.

John B.: I would add to what Chadd just said. In fact a quick aside, and kind of a positive thing, those folks that are remote employees that have been normally logging in to videoconferencing or whatever, they are finding the situation now is better for them because they are treated just like one of the guys in the room instead of; oh yea, by the way, Bob is here and he is in Minneapolis. Now they are treated like everybody else. So we have actually improved our ability to work online or have conferences using Zoom or whatever. So that is kind of a positive piece to come out of this.

Chadd B.: I would echo what you just said, John. We have seen that too. We have the reps and stuff that were remote but now everybody has it. We have seen people have said it is quick to message somebody now where before they would pick up the phone and call them or walk over. Now they shoot them a message on Teams and you have an answer right away or you can instantly start a meeting, right. You are sending email back and forth on something and you are adding people into the conversation. Now you fire up a Teams meeting, the number of one of Teams meetings has increased

significantly since we rolled it out because it is a quick way to meet on something and get an answer.

Moderator: When they were forced to use these tools they learned to adapt to them and communication seems to be thriving and the chat kind of says the same thing. One product mentioned by John is any time, any device, anywhere (ATAWAD) as a guiding principal from a technology standpoint. OK I think we are covering this but how is technology helping drive agility? We have got that link in the chat a couple of times.

Rod V.: Agility, really from the standpoint of efficiency and speed so how quick can we pivot. So when the next pandemic happens, whenever that ends up being, how quick and how agile can we be as a company from a technology standpoint or utilizing technology. So I think agility is something that is kind of on the forefront right now because who knows what the next COVID-19 is going to be and is it going to be a week from now or is it going to be ten years from now? We thought about back in '08 when we had the financial crisis everybody, there were a lot of comments about that was going to be a one in a hundred year or one in a two hundred year scenario but it ends up it is maybe a one in every ten years or two years scenario. So there is going to be something else and the agility is just a key topic for me and just interested in people's thoughts on what kind of technology is everybody using to help be more agile and being able to adapt when scenarios like this happen.

Peter S.: You know I think it is us moving to laptops, flipping that 80% desktop, 20% desktop, flipping that over. The webcams, the quality headsets, those are the technologies and then having something at home whether it is a docking station or another monitor or something like that. It all goes to your excellent point of that agility. I don't think that we can take it for granted anymore. Oh well that is not going to happen for a while now. It is going to happen. It is proven that it is going to happen. I really think that us as leaders in IT have to take advantage. Maybe that is the wrong word but we really need to say; hey listen., we have been talking about this for a long time. Here is our use case. It is right in front of us. My champion in the company for digital transformation is COVID-19. It is really changing people's minds about technology . It is not just a way to enter orders or to print checks. It is now mainstream to them even though they weren't really into technology they now see how good it is.

Moderator: A lot of talk about training folks on things like Microsoft Teams and if you have online training, etc. However you thought you were doing it, someone said one-on-one training. We were at 10% and suddenly we were at 80% because of all of this happening. Cloud first strategy, says Lisa, to enable agility. That really helped enable agility. Thin clients and VDI for more complex tools as well as up-to-date collaboration tools drive agility. We ended with a lot of Microsoft Teams. Any final comments quickly before we end? Great job everyone. Take care everyone. Stay safe. NOREX will sign off. Thank you.

End of discussion

Products/Vendors/Technologies shared in this WebForum:

Agility	Aruba
ATAWAD (Any Time, Any Where, Any Device)	Bonus
CDC	Cisco AMP
Cloud	Communication
Corporate travel	Cybersecurity
Endpoint Secure	Equipment
Face coverings	Google Meet
HIPAA	Hotspots
IDplate	Imaging
IoT	Jabber
KnowBe4	Masks
Medix (thermal scanner)	Mi-Fi
Mimecast	Monitors
MS Teams	O365
PBX	Phase
Phishing	PPE
Sanitizer	Seek Thermal
SEP	Signs
Social distancing	Soft phones
Stipend	Thermal scans
Thin client	UAT
Ultraviolet	VDI
VM Horizon	Vonage
VPN	WebEx
WFH	Windows Virtual Desktop
Zones	Zoom

Chat conversation:

Sarah G.: Due to being "critical" functions, some have been working in the building while the rest of the organization is working from home.

June K.: Rolling return

Amber T.: 100% rolling return. HelpDesk/IT support first as the Guinea pigs to test our return from home process.

Dennis H.: Starting with 1-2 days a week, then 3-4 days a week, then full return by July 1st.

Doug S.: Can't go to office and leave my 6 y/o at home alone.

Elizabeth J.: Bandwidth - cut showing/sharing your video if you are not speaking?

June K.: We have to submit a plan of work procedure that we submit on how we are implementing COVID-19 measures.

Mike O.: In _____ County, we believe that people may work remote (for the long term) rather than come into the office. Other than Customer Service functions, do people really need to be in an office setting?

Saby W.: Changing business processes. Future will be different with at least more than 25% WFH /remotely permanently.

Jennifer V.: Split our staff - half 3 days/week other half 2 days for next two weeks.

Chadd B.: IT has always been in the office supporting manufacturing. Office/Admin will remain at home for the time being.

Joel R.: Phased... prioritized by job junction and employee personal situation.

Mike T.: Currently at single % back, will move to 25% with limitations. Then 50%, 75%, and then finally new normal.

Chadd B.: I should note. Not all of IT is onsite.

John P.: Toronto/Canada. Still under declaration of emergency, so our facilities group is first determining how to space people in our main office to meet a standard, then we will rotate people in to capacity.

Lynn F.: Telework is priority in Phase 1. Only bringing back services that can meet the requirements for phase one re-opening.

Greg E.: We are considering doing 2 wks. in office and 2 wks. at home for 12 to 18 months.

Mark E.: WE have 4 phases - Phase #1 starts May 11th. Employees will come back by percentage of office
 Phase #1 - 25% - limited public access by appointment
 Phase #2 - 50% - Limited public access by appointment
 Phase #3 - 75% - Limited public access by appointment
 Phase #4 - 100% - full public access

Elizabeth J.: Phase back in is also impacted by building management and how they handle building functions - like elevator capacity

Kyle V.: We will do similar as John. Our concern is elevators in the morning and afternoon. Will bring in staff that rotate what days they will come in

June K.: We also are beginning the construction projects to protect the employees and public, with plexi glass, physical distancing.

Sharon B.: Hourly employees will come back, when and how many determined by department directors.

Nicky S.: We have two teams currently in the office. Blue Team = Office, Red Team = Warehouse. We have only a few people in these teams, the rest are at home. We will all be back in the office by July 1, staggering how many we bring back at a time.

Troy T.: We are a public utility - much of our workforce is essential and has moved to divided shifts. As many who are able are working and will continue to work remote as long as able

Greg E.: the poll disappeared

Chadd B.: Our manufacturing has offset hours so that the number of employees onsite at one time is reduced.

Elizabeth J.: Also questions/concerns re commute - public transportation

Mark E.: Too soon to say when everyone comes back. I hope 50% never come back or work at home on a regular basis. The change in our air quality in Salt Lake City has been amazing!

June K.: Our plan going forward is to continue online classes until Winter Quarter 2021. This will help if there is a second wave of the pandemic.

Roftiel C.: We have raised the walls of our low-height cubicles … back to 66 inches, with an 18-inch glass panel on the top.

Chadd B.: I think we will see a large number of businesses not ever bring a percentage of their workforce back into the office

Lynn F.: I think re-opening will be different from industry to industry.

Elizabeth J.: I think it would/should work to have a split model

Kurt W.: So if you are going back where do you find any PPE that you may need....?????

Bruce B.: We are finding some functions/people have improved productivity in the Remote Work environment.

Sarah G.: Would love to be able to continue WFH (state gov't agency)

Chadd B.: Same @Sarah G. !

Sarah G.: Good question about PPE

Elizabeth J.: good question

Kyle V.: @Bruce - How are you measuring the increase in productivity?

June K.: We are considering reducing the size of classrooms or having more lecture rooms to have normal classroom sizes but keeping physical distancing.

Beth F.: What are your company's stipend support plans for extended work-from-home employees?

Chris H.: How are you handling, or are you even worrying about, sanitizing the IT equipment as is coming back?

Chadd B.: We are producing PPE for the state and other agencies. This has allowed us to produce PPE for our own employees.

June K.: Our foundation is looking at donors in the community to help with PPE.

Joel R.: We are working through our Building Management Company to acquire the necessary PPEs

Troy T.: have been told informally that IT will most likely not return to onsite until fall - we are the most tech savvy and able to maintain full productivity the easiest

Bruce B.: @Kyle, using contact center metrics, work items per hour,

Lynn F.: What will the governmental requirements be for PPE?

Jon H.: We are considering creating more mixed use hotel space in the office and getting away from specifically assigned work space.

Christine H.: what plans do people have for elevator travel?

Jennifer V.: We have a drop off location with wipes for the user to wipe the items down. Then we will do same again before putting in inventory.

Roftiel C.: Big concern is schools not opening, and summer camps also not happening … big issue for single parents and families where both parents work

John A.: Our volunteers have produced masks for all 2300 staff.

Karl D.: One person per elevator at a time.

Troy T.: @Christine H. - we have reduced elevator loads to 2 people per elevator

Sarah G.: Agree @Roftiel about childcare issues

Chuck T.: Each Director or dept. head will be putting a return to work plan together for their group. Each team/physical area have unique challenges or advantages for bringing people back to work.

Anna W.: Sorry. I have a lot of background noise.

Joseph C.: Most IT staff doesn't have to be on site. Ever.

Roftiel C.: I tried to have our common-use bathroom into single-use … but the building management company said not allowable due to the number of people in our building.

Mark E.: Our return to work is totally voluntary - you don't have to work in the office until you feel safe - our Service Desk has had a couple of people in the office since the beginning

Jennifer V.: We are required to have one IT support staff on site as users are starting to return.

Pat B.: Single IT Person, I've been working in the office 3-4 days per week already. The rest of the staff will depend on when the Gov of MN, lifts the stay at home order. After that we are giving the staff the option to WFH or come into the Office.

Kyle V.: the single use elevator would not work well in the tall skyscrapers of some of the larger cities. Sometimes it can take 10 minutes for me to get to my floor with fully stuffed elevators. Is anything considering mandating certain hours for staff to come in? Say 5 people at 830, 5 at 845, 5 at 9...

Anna W.: We are in local government and many business processes need to be done on-site. But IT can work successfully from home.

John P.: Piling on in support of Chadd/Paul - My IT is going full remote with part time on site service desk rep and receiving for gear.

Brian M.: We have 200 essential employees onsite so we have limited IT support onsite. Most are WFH.

Chris P.: We are surveying our staff, and doing a staggered approach as people decide they want to come back in

Frank M.: Agreed. From an IT support perspective most will remain at home for the time being. Echoing the model discussed across the board.

Bruce B.: Are home office ergonomics a concern? Space, desk, chairs?

Michael R.: One of the ways we're deciding is based on internal survey results. Asking which is the preferred work location for the employee.

Chadd B.: @Bruce - I know that I found out my home office chair wasn't going to work and ordered a new one. I suspect that was the case with many.

June K.: We have been able to bring home chairs with the appropriate paperwork submitted.

Troy T.: @Bruce - we are allowing people to take chairs home - just as we did computer monitors and equipment

Chadd B.: We are not allowing people to take office chairs, desk, etc. home. But can take any/all IT assets they need.

John F.: @Bruce, we have made desk chairs available for people to come in to pick up, same as computer equipment

Karl D.: Yes, people have gone back to the office (with permission) to pick up their chairs.

Bruce B.: @John and @Troy, Thanks for the responses

Elizabeth J.: we have multiple locations, so much IT support has always operated "remote" even from inside the office

Brittini P.: Has anyone seen that issues have gone down after the initial work from home change?

Chadd B.: Yes Brittini

Dennis H.: Yes Brittini

Chadd B.: We are seeing some of our lowest ticket numbers right now.

Troy T.: @Brittini - you mean less stuff breaking and less enhancement requests? I would say yes!

Elizabeth J.: fewer "drive by" issues that people don't want to submit tickets for

Chadd B.: Ticket counts were really high at first and have dropped off

Amber T.: Yes, same for us. Busy at first and now has leveled off and have even dropped some.

Troy T.: Less "drive-bys" - YES - YEAH!!!

Chris H.: We have a group of folks that are not able to do their job from home that have been sitting at home for the past 2 months. We are only planning 10% back starting in June. They will be the first group. Our IT folks, minus essential staff who handle our print jobs or are coordinating IT equipment in/out of the building, will not likely go back until Q3 at the earliest. Likely will be end of year.

John F.: We have stand-up desks for all employees at the office, many have mentioned they would like an option for that.

Bruce B.: @Brittini, yes after the first week. Still on-going remote phone problems for call center agents, due to system designed NOT to support work from home.

Karl D.: Calls spiked when people first went home; as 90% are now working from home now, we're seeing 90% of call volumes.

Lynn F.: We care creating an Information Technology Business Committee to our Emergency Operations Center to address immediate IT needs for returning to work or for addressing possible second waves.

Mark E.: On a sort of related note - COOP plans should have included what other agencies would need if a pandemic occurred - we will be adding that to our COOP

Lynn F.: The committee will address priorities for the business.

Elizabeth J.: corporate travel expectations

Amber T.: All business travel for us has been suspended through the end of June. (Our business is all in one city, so employees don't have to travel for critical operations)

Chuck T.: We had people take home their monitors, keyboards, mice, etc. If they return do they need to keep stuff at home to move back and forth? We've built a small inventory of extra monitors, etc. to support.

Chadd B.: All business travel has been suspended here essentially

Chadd B.: @Chuck - If they are coming back to the office to stay they have to bring that equipment back.

Laurie: Will your company provide the full time WFH staff the equipment or use VPN/RDP from personal equip?

Danny T.: Let's say you return in phases and you have half back in the office and then a few employees come down with COVID, how are others communicating to employees and do you go back to WFH?

John F.: Our Company sent out an anonymous survey to all corporate employees to get feedback on WFH and return to work, results are not out yet

Jennifer V.: We provide hardware from the business for WFH.

Chadd B.: Yes @Laurie. We are providing everything from keyboard/mouse to desktops/laptops.

Chris P.: There should be an "All of the above" option :)

Beth F.: Need all of the above.

Chadd B.: All the above

Doug S.: all

Kyle V.: We have a VDI to allow our users to work from any machine globally. We do not allow for external RDP connections.

Chuck T.: Same here. Owner is not keen on work from home.   Need to show how productive we have been working from home.

Greg E.: Resurgence would likely be the primary factor

Doug S.: another trigger - school buildings closed

Danny T.: How are other deploying laptops etc. with all their software installed and configured?

Joseph C.: Laptops with firm image and VPN access.

Chadd B.: @Danny - Like new hardware or just getting HW to users?

Danny T.: new hardware

Chadd B.: We have put new hardware on hold

Bruce B.: Supplied Chromebooks to staff that indicated need.

Chuck T.: We provide WFH hardware to all employees

Susie F.: Government agency so no stipends or bonus.

Sarah G.: Wow - some are getting stipends?!

Chuck T.: internet service is provided and paid for by employees

Elizabeth J.: stipend for WFH hardware that is not expected to be returned to the office

Patty L.: Once business opens, is anyone looking at scheduling software that customers could use to schedule an appt. with a dept. They would arrive curbside, and notify through the software, that they have arrived for their appt.

Chadd B.: No stipends here. We provide all the hardware

Bruce B.: Otherwise leveraged employee/staff home systems and VDI on the in-office towers.

David C.: Business revenue is down, so stipends are nixed. Computer equipment has been provided.

Clint L.: For our Illinois employees $10 per month to offset a part of their internet bill

Michael L.: We have Microsoft Intune MDM managed systems and all of our systems are cloud based

Nicky S.: If employees have an additional cost being at home, we would consider stipend.

Chadd B.: We do have a stipend for mobile device usage. We had that before COVID-19 so that it's still in place

Greg F.: We are looking at buying second sets of monitors so they can work both as we look at moving back to the office over next months

Chuck T.: I'm thinking to so the same

Dennis H.: We provided all the hardware, extra monitors, keyboards, headsets, cameras, etc...

Paul S.: On stipend issue, we are trying to figure what classes of items we want to allow stipends for to allow people to get what they want but still control pc equipment

Danny T.: how are others tracking all that equipment?

Pat B.: We also allowed users to take their entire workstation home.

Chadd B.: We have an open-source asset tracking solution we use

Chadd B.: With asset tags from idplate.com

Mickie G.: How is your company tracking the company assets that are brought home by employees?

Chadd B.: Our regular inventory software

Chuck T.: computer equipment, headsets, etc. provided, but stipend or allowance for furniture. No stipend

Erica P.: We allowed users to take their equipment home. They completed a form when they left the office to track what they took. It will be checked when they return

John F.: same here with a form to fill out

Kyle V.: UEBA and DLP

Kyle V.: #NAME?

Pat B.: MS Teams & Zoom for conferencing

Chadd B.: MS Teams + Zoom

June K.: No

Sarah G.: No screen sharing anymore

June K.: We see you full screen

Chuck T.: We needed to up our VPN client licenses to support entire office working remote. We use AMP for endpoints for all laptops/desktops/servers to provide the security we thought appropriate.

John F.: we had to up our VPN licenses too

Chadd B.: We added MFA licenses

Pat B.: KnowBe4 Training

Chadd B.: Bi-weekly phishing tests

Pat B.: With monthly Phishing campaigns

Chris B.: Does AMP for desktops work well? Looking for replacement for SEP

Danny T.: We use KnowBe4, Okta MFA

Kyle V.: Security awareness training (campaigns, emails, newsletters)

John F.: we found a few people plugging directly into their home modem

Chuck T.: we've found AMP to be very effective

Susie F.: KnowBe4 Training for us as well.

Clint L.: we have not told people to de-activate Alexa, etc. we force them to connect through VPN. We have Cisco AMP installed on all endpoints. It updates via the internet

Chris B.: We use Titan DNS to protect users at home. It's half the price of Cisco Umbrella

Dennis H.: We switched from Umbrella to Mimecast Web security for DNS Filtering

Chuck T.: Government guidance is first guide

Mike B.: Following State government guidelines.

Danny T.: We use Zscaler for corporate owned devices

Don K.: planning training to be rolled out via online training tool for all employees for "re-onboarding". New policies, procedures relative to COVID.

Clint L.: We are in Chicago so we are following the city's guidelines so for now no imminent return to the office.

Pat B.: We are going to follow State guideline, and email communication to our staff.

June K.: We are putting in safety measures and using COVID-19 checks before allowing entrance to the site.

Danny T.: Our school in NY closed until September but not sure what they are going to do for summer, how do you return back to work when there is no school

Chuck T.: Planning stage right now with input from all managers

Nicky S.: We have a weekly COVID company Teams meeting with all employees.

Lynn F.: We are creating a dashboard that has a red light, yellow light green light for when we can return to work, or execute the next phase of return.

Patrick M.: Planning stage with an advisory board made up of management and HR. Also anonymously polling employees as to how they feel about returning to the office and what would make them comfortable to return so those concerns can be taken in to account during the planning process.

Clint L.: we are installing the thermal cameras now

June K.: As far as communication is concerned, for social needs we need more virtual meetings to stay connected.

Lynn F.: We are waiting on the requirements from the government.

Chuck T.: We already do laser temp checks with people in their cars in the parking lot. When you enter the building you must wear your own or company provided paper mask.

Kurt W.: Can you give us an estimate of how much thermal scanning costs.

Lynn F.: For communications, we are implementing water cooler meetings. Tell employees it is OK to meet up on MS Teams with other works and discuss non work issues.

Amy J.: We have certain hours that employees can enter the building and we are taking temperatures prior to building entry.

Sharon B.: What are companies going to with employee health data?

June K.: We are considering limiting points of entry and checking COVID-19 precautions, PPE and possible temp scan.

Chuck T.: We have one entry point with a person posted doing the parking lot temp checks.

Vang L.: I was just on a call with ATT regarding their IoT Thermal Scanning option and it would run roughly 30K for their equipment

June K.: We are closing some areas to limit cleaning needs.

Amy J.: We are not tracking temperatures, we are not allowing entry for anyone with a temperature above a certain amount. We are also having employees fill out a form that asks if they had any known exposures to COVID-19 in the last 14 days.

Roftiel C.: we are making aisles between rows of cubicles into one-way-only aisles, to help maintain physical distancing.

Vang L.: Anyone know of any available thermal scanners implement with ADP for time and attendance

Mike W.: what was the name of the other temp scanner mentioned?

Barry R.: I was on a webinar yesterday on thermal scanning and they recommend working with your legal counsel on any of these concerns that are now being talked about.

Chadd B.: We implemented one way "traffic" in the building everywhere

Mike T.: https://www.richtech-ai.com/ is one that we have looked at

Dave E.: DuThermx offers a temp scanning solution to the tune of $30k or so. 20+ people at a time with alerts/monitoring and also ties into security systems.

Roftiel C.: here

Dave E.: Facial recognition is also offered.

Mike W.: we are looking at a product from Meridian, but only can get 2 of them and 4 weeks out - about $3K each

Donna H.: how would you determine between a cold with a fever or the virus? Is this overkill?

Clint L.: Wello is what we are installing to check temperatures

Roftiel C.: here's a video that shows how an HP thermal temp device works./ costs around $2.5K.

Roftiel C.: whoops, here's the link: https://www.youtube.com/watch?v=PF7yEQ2ZrNg

Dennis H.: These are the ones we looked at https://www.thermal.com/seekscan.html

Jackie A.: For the person that said they hired a company to take their employees' temps, what is the name of the company hired?

Chuck T.: John if no temp check then what measures are you taking?

Jamie S.: In San Diego County the new Health Order states: Effective 12:00 a.m. on May 8, 2020, each essential business and reopening businesses
 a. Require all employees to wear face coverings as described in section 9 above; and,
 b. Shall conduct temperature screening of all employees prohibiting employees with a temperature of 100 degrees or more from entering the workplace. Symptom screening (prohibiting employees from entering if they have a cough, shortness of breath or trouble breathing or at least two of the following: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat or new loss of taste or smell) may be used only when a thermometer is not available.

Roftiel C.: Our guidance: if you feel sick, please stay at home.

Chadd B.: We are not doing temp checks in the building but are asking people to do it at home

Chadd B.: If they feel sick do not come in

Pat B.: Same here, self-monitor

Chadd B.: We are requiring all employees to wear a face covering in the building

Kyle V.: is anyone increasing the amount of sick days staff are given?

Chris H.: We are putting the responsibility back on the employee with some guidelines.

Karen M.: Is anyone changing their attendance policy to allow for more occurrences or how are you limiting abuse of sick time?

Barry R.: We are looking at a thermal scanning solution named Fotric 226B, has AI where it can do groups, around $5K.

Don K.: @Kyle - we've created a new work order for time tracking for COVID related time - does not deduct from vacation, sick time, etc.

Nicky S.: FevIR Scan

Paul S.: we do a daily survey of whether employees have symptoms or have had contact with someone who has

Chadd B.: We did provider a thermometer to all employees to take home

Eric E.: Metropolitan areas are a bigger challenge with public transit use by employees potentially arriving as an unknown carrier. Washington DC in my example where we have employees from MD, DC, and VA

Roftiel C.: Be sure to think about vacation planning with your teams. Many people will be accumulating more vacation time than normal, need to ensure they get to take their time-off and that the work centers continue to function well.

Karl D.: Generous paid leave policies help with better compliance on self-monitoring.

Jennifer V.: Cleaning supplies readily available for work area.

Lynn F.: Shifted all at home.

Kurt W.: How are companies planning vacation time etc.?

Mike B.: We are relaxing paid time off caps.

Nicky S.: We are requiring employees to take 25% of their annual vacation by the end of June.

Mike O.: moving to a paperless world

Elizabeth J.: (1) keep everything running

Mike B.: How are folks handling onboarding of new staff?

Chuck T.: Honestly I don't think we've changed our IT priorities of most important projects - we've managed to ensure all work from home has worked effectively so far.

Amy J.: We are in the Online Education space and we are not changing vacation or caps around vacation rollover requirements. We are expecting our employees to take time off even if they can't travel anywhere. We want to ensure employees are not burning out and are taking time away.

Chadd B.: Wiping down all equipment with wipes

Kevin F.: Nicky S. - Is it legal to make a change to require people to take vacation by a certain date?

Sharon H.: quarantine equipment. Then clean. Looking at a thermal solution that will kill viruses.

Mike S.: Wiping down with Clorox wipes.

June K.: Do you get a new wipe for each device?

Chadd B.: Yes

Joan S.: We are onboarding using video chat and remote control of their computer instead of just showing them the information since they may not have another monitor to view and participate in orientation.

Mike S.: Yes. New wipes for each associate's workstation.

Danny T.: What do you do when they leave the company?

Chadd B.: They are required to ship it back

June K.: depreciation might come into play

Pat B.: We will like let the user's keep the equipment while WFH, but require them to bring them back if they leave, or come back into the office to work.

Mike S.: They are required to return it.

Elizabeth J.: Laptops are required to be returned.

David C.: Still requiring monitors (and laptops) to be brought back, but we don't want to see their cheap keyboards come back.

Chadd B.: Keyboards/mice we may not want back now lol

Chuck T.: Definitely laptops/desktops come back

Beth F.: Almost 100% of the staff are using laptops, I believe.

Chuck T.: 95% laptops pre-COVID 19

Paul S.: Big shift to laptops as primary machine

Amber T.: Yes, almost all staff will be given the opportunity to get a laptop if at all possible.

Kyle V.: we were 75% laptops, during covid we made it 100% and now we will not be purchasing desktops moving forward

Chadd B.: We sent desktops home with people and it worked fine

John F.: almost 100% use laptops

Chadd B.: Those that had laptops took laptops home but a lot of desktops sent home

Mike S.: Currently 55% laptops. Will look to move everyone to a laptop, with few exceptions.

David C.: Looking at quarantine for laptops as well.

Mike T.: Any advancement of mobile VDI vs. laptops?

Joseph C.: New equipment purchases will be laptops for all staff.

Joan S.: using older laptops to remote into desktops onsite to avoid setting up all the software on the laptop

Vang L.: We just migrated to W10 last year and most all employees received laptops. That saved us with COVID. Going forward we may explore getting all users laptops

Brian M.: All WFH have laptops and those that had desktops prior will keep the laptop.

Dennis H.: Moving all users to Laptops as well

Mike S.: Using Jabber for soft telephone.

Joseph C.: We have Cisco Jabber too.

Brittini P.: Yes we converted completely to Jabber Softphone and everyone has headsets

Susie F.: We have also introduced soft phones for our employees.

Chuck T.: we were able to move our call center to home via softphone

Chadd B.: We are routing all calls to mobile phones via our PBX

Paul S.: we have jabber

Don K.: Also Jabber - but this expedited wider use

Danny T.: We use zoom for conference and phone

John P.: about 50% remote desktop/thin client for us, so anyone with a browser could do most of their job. Not perfect, but translates well. Expecting more laptop in future

Michael R.: We use Zero/Thin clients in a VDI environment.

Chuck T.: Cisco solution for softphone

Laurie: internal calls with teams

Bruce B.: Cisco Jabber, WebEx Teams. All with phone.

Dennis H.: Jabber as well.

Kyle V.: We have a mobile app that can route your desk phone to your mobile phone. Same vendor has a desktop app so your desk phone can also be forwarded to your desktop

Dave E.: Internal customer support is all handled through Skype. External call center support is still on premise.

Brittini P.: we also recently rolled out Teams which has been a good solution for conference calls rather than conference options with Jabber

David C.: We are implementing Jabber with our newly implemented Cisco phone system. Wish we had it in place two months earlier.

Bruce B.: We use the VDI hosted on the physical desk towers at the office.

Reynolds G.: Soft phones, Teams, Zoom

Mike B.: We are also VDI with 80% thin clients. We use VMware HorizonView

Barry R.: We are testing Microsoft Windows Virtual Desktop in Azure.

Mike B.: It is a client installed on home computer.

John P.: We didn't let them take their zero clients home, but did a web html launcher page for them

Kurt W.: How are companies handling software updates, patches etc., during working hours?

Mike B.: We are also completely VoIP.

June K.: When we upgrade to CUCM 12.5 we have Jabber multi-appearance softphones.

Chadd B.: @Kurt - Pushing updates over the VPN using our normal deployment tools

Kyle V.: with have a patch management solution that sits in our DMZ with an agent on our endpoints. We can update any corporate machine at any time.

Amy J.: We use Microsoft Teams for phone systems. We were able to move our entire company to WFH in 2 days.

David C.: @Kurt, like @Chadd - pushing updates over VPN, but those laptops not using VPN, we are out of luck until the laptop gets back onto the network.

Kyle V.: @David - is that a manual process when they are back on the corporate network or is that automated?

Chadd B.: We don't have any device not using our VPN. So it's not been a real issue for us. If they want to access corporate resources they have to be on the VPN.

David C.: @Kyle, it is automatic. @all: We are behind on getting VPN set up on all our external laptops.

Kurt W.: Have companies been upgrading their bandwidth fractionally or just moving to 10G...right away?

Chadd B.: We had plenty of extra bandwidth before so no change there

Kyle V.: we upgraded

Kyle V.: and paid for our employees to upgrade their home internet as well

Patrick M.: We had plenty of bandwidth available, no change for us

Chadd B.: If home users internet is not fast enough they are using a phone hotspot on our corporate cell plan

June K.: Are there natural cleaning products that are "authorized"?

Kurt W.: What did you allow for budget for your home workers to upgrade their bandwidth at home? How do you handle the users that already have capacity but may request this as well????

Chadd B.: Using lots of alcohol sanitizers and bleach here

Lanida C.: we applied an antimicrobial treatment to the offices

Chadd B.: We are using remote tools even when in the office

Chadd B.: To avoid visiting desks

Kyle V.: we would pay for the different between what they had and what they upgraded to.

Chadd B.: Using the same tools internally as we do externally

Brittini P.: We use Zoho Assist to remote into employee's home machines for assistance at home

Chadd B.: We are also using Zoho Assist in addition to MS Teams

Kurt W.: @Kyle and what did you determine the average user needs at home for bandwidth....??250mbs, 500, etc.?

Kyle V.: $40 a month a user a month, must be at least 50 Mbps download and 10 Mbps up

Michael L.: How does one communicate to the users that the support model has changed? Is there online marketing materials examples?

Kurt W.: @Kyle thanks...

Chadd B.: 250Mbps??? That should be MORE than enough lol

Danny T.: probably have them step away if they don't need to be there

June K.: sanitize after each client

Chadd B.: Sanitize after each person

Kurt W.: @chad...not when you have four workers at home...LOL

Eric E.: Has anyone used UVC lights/wands on common surfaces?

Denise S.: we use keyboard covers, they are easier to clean

Chadd B.: Valid @Kurt :)

Frank M.: Communication through Service Desk IVR, and Chat portal messaging as well as IT Knowledge portals is best with Reinforcement of senior management this is a source for staying up to date on Tech Support model changes.

Chuck T.: remember sometimes no symptoms

Greg E.: Beware of getting too confident in your screening processes.

Bruce B.: No, People can spread the virus without symptoms.

Sarah G.: They are removing the break area tables. They will still have tables in the cafe

Chadd B.: We removed about 1/2 of the tables/chairs from the break room to force people to distance and offset times

June K.: Has anyone begin installing Ultraviolet light to kill virus's

Chadd B.: Not yet. But I see the NYC MTA is doing it

Bruce B.: We use those to clean incoming shipment boxes.

Paul S.: not yet - want more data

Jackie A.: thank you Eric!

Elizabeth J.: Medix

Elizabeth J.: temperature screening

David C.: Staying with online meetings. Masks when two or more people are together.

Mike S.: Agreed, there is currently not sufficient data of effectiveness for UV.

Bruce B.: Yes, masks are required while in the Office. And out distribution center.

Beth F.: Yes, facial coverings are required.

Amber T.: We have zone areas; you are not allowed out of your zone unless you are in masks.

Brian M.: masks are required. Conference rooms are closed. Virtual meetings only

David E.: Face covering highly recommended in common areas, but do not need to be worn sitting at desk

Chadd B.: No conference room meetings happening. All moved to online meetings

David E.: limited capacity in conference rooms

Kevin F.: We allow people to take their masks off in their own offices.

Joel R.: Masks will only be required when employees are away from their cube/office

Joel R.: MS TEAMs has been great!

Chadd B.: MS Teams

Brittini P.: Teams

Pat B.: MS Teams

Patrick M.: Teams

Mike S.: MS Teams

Sarah G.: MS Teams

Mike M.: MS Teams

David E.: MS Teams

Mike T.: Teams is outstanding

Dennis H.: Zoom, Teams,

Amber T.: Teams

John P.: + Teams. We use Zoom for client webinars for breakout rooms only. Not internal;

Scott N.: Teams has been very helpful

Bruce B.: We have many of the long term tools in place for long term. WebEx, WebEx Teams, MS teams.

Sharon H.: google meet

Johan N.: Office 365 has been amazing.

Reynolds G.: Teams - Zoom for larger meetings

Chadd B.: Teams internally and Zoom for external meetings

Chuck T.: cameras besides laptop cameras as multiple monitors with laptop closed takes laptop camera out of use

Sarah G.: Some Outreach with clients still use WebEx (But as above, we moved to Teams)

Bruce B.: Cloud based productivity tools - Office 365, Smartsheet.

Joel R.: We also heavily utilize Zoom

John F.: MS Teams

Bruce B.: We've banned Zoom.

Elizabeth J.: Zoom, Teams

Chuck T.: Implementing MS Teams right now, phasing out Skype for Business

Troy T.: WebEx

Beth F.: I believe we plan to keep using the remote collaboration tools...don't stop using them.

Chuck T.: We had switched to O365 late 2019 which has been extremely helpful with remote work keeping corporate network access/bandwidth free of email traffic

Sarah G.: Same as Beth F. - continue using collaboration tools

Johan N.: From a technology standpoint, we have use Any Time, Any Device Anywhere as a guiding principle.

Susie F.: Covid-19 has been the biggest driver for digital transformation for our Agency. We plan to continue the momentum!

Bruce B.: Avoids having to find an open conference room!!

Kurt W.: Have people been training staff on teams or just roll it out rapidly?? What resources are available for training?

Chadd B.: We didn't do any training when we rolled Teams out

Chadd B.: We gave them so links and resources from MS and online but no training. Users just figured it out

Joel R.: MS has a lot of online resources for TEAMs that are very helpful

Amber T.: We linked to Microsoft site; lots of training available. Did a quick video training (personally recorded) with company specific details.

Chuck T.: MS has a lot of good resources for training

Kurt W.: @chadd who controls the teams channels and overall organization of Teams???

Kevin F.: We had to do one on one training sessions with people to get them more up to speed faster. It took more IT time to do it but was better overall training. Plus, some needed help installing and configuring it. It definitely escalated our Teams roll out from 5-10% adoption in Feb to almost 80% now.

Chadd B.: Microsoft has resources for adoption of Teams as well

Reynolds G.: We had additional online training

Nicky S.: We rolled out Teams with a one hour training session. We also created a

Remote Workforce Team where we put files, recorded training sessions, etc. Most communication is done through that Team.

Sarah G.: We had a lot of training available for Teams and saved video trainings - they used Teams

Chadd B.: @Kurt - IT controls the overall organization. But we've allowed anyone to create a team and add users.

Chadd B.: We've seen better adoption that way. A project team can spin up a new team without needing to go through some approval process.

Pat B.: We're doing the same as Peter S. as far as laptops vs desktops and webcams

John F.: we had some instructor led optional basic training for MS Teams and then pointed them to MS online training for more, most people just picked it up on their own

Paul S.: we are moving from WebEx to teams

Lisa M.: We adopted a "cloud first" strategy to enable agility (doesn't mean cloud for all but think through cloud options first)

Frank M.: Thin clients and VDI for more complex tools, as well as up to date Collaboration tools drive agility.

Lisa M.: will chats be in the transcript?

Chuck T.: Hybrid of on prem and cloud to not overwhelm either

Chadd B.: Great call today!!

Beth F.: Thank you everyone!

Lisa M.: Great information!